



Box Office Terms and Conditions

Booking

1. Bookings are subject to availability. It is the policy of the Stafford Township Arts Center (STAC) that all sales are final and refunds and exchanges are not permitted under any circumstances. This policy will be strictly enforced.
2. Prices are subject to change without notice.
3. All tickets booked online must be paid for in full at the time of booking.
4. Completion of the online booking process, including the provision of credit or debit card details, shall constitute an offer by the patron to purchase tickets subject to the Stafford Township Arts Center's terms and conditions.
5. The patron is entirely responsible for entering his/her details correctly during the online booking process.
6. The patron warrants that all details supplied are true and accurate.
7. It is the responsibility of the ticket holder to ensure that they meet any age restrictions set by the Stafford Township Arts Center or its sponsors. No refunds will be made to purchasers who are refused entry due to not meeting the age limit.
8. The patron is responsible for informing the Stafford Township Arts Center box office personnel of any changes to his/her details once the booking is concluded.
9. Where a person makes a booking on behalf of a group, that person accepts these terms and conditions on behalf of all group members and is responsible for all payments due from the group.
10. The Stafford Township Arts Center reserves the right to place restrictions on the volume of any tickets ordered.
11. It is the patron's responsibility to check that the tickets issued from the Stafford Township Arts Center are accurate. Please check tickets carefully for the correct production, date and performance time. For questions, please call the STAC Box Office at 609.489.8600.
12. Information, cast and event dates are subject to change. The Stafford Township Arts Center is not responsible for any cancellation or rescheduling of events or for changes in the program or performers. In the case of rescheduling of any event, tickets will be transferred to the new date. No refund can be given if the date of the rescheduled event conflicts with other tickets that have been purchased or can no longer be used due to your travel plans or other commitments.
13. In the case of an event itself being cancelled, patrons will receive the STAC Gift Card totaling the refunded amount in full, less the service and handling fees.
14. If an event is cancelled or postponed after it has commenced, ticket holders will **not** have the right to exchange or receive a refund on tickets.
15. Hotel and Restaurant descriptions are based on current guides and contractual agreements provided by participating hotels, restaurants and suppliers. Any facility shown as included are subject to change at any time. The standards of accommodation and other services are based on various factors, which are generally accepted as indicative of a certain class, however, the Stafford Township Arts Center does not represent or guarantee the standard or class of that accommodation or service.
16. Tickets purchased online will be mailed two weeks prior to the event date (earlier where possible) or will be available for collection at the event box office (WILL CALL WINDOW).
17. Handicapped tickets are not available online. Please call the STAC Box Office so that our staff may personally assist you.

Terms and Conditions of Sale

1. There are no refunds, exchanges or cancellations on tickets purchased over the phone, at the window, or on the internet. All tickets must be paid for in full at the time of booking including any applicable delivery charges.
2. The Stafford Township Arts Center accepts both Visa and MasterCard, debit cards, personal checks, the STAC Gift Card or cash.
3. When a patron makes a purchase, they are automatically added to the STAC mailing list. The Stafford Township Arts Center DOES NOT sell its mailing list.

Safety and Enjoyment

1. Every member of the audience must have a ticket.
2. Food (of any kind), Beverages (of any kind), glasses, bottles, cameras and recording equipment are not allowed in the auditorium at any time.
3. Mobile phones, pagers and watches should be silenced before entering the auditorium. Noncompliance will result in dismissal of the patron from the facility.
4. If a ticket holder expects an emergency call during a performance, the Stafford Township Arts Center kindly asks that your name and seat location be left with the STAC house manager and the STAC Box Office phone number (609.489.8600) be left with your phone service. STAC Management recommends providing babysitters with both the above phone number and your seat location in case of an emergency.
5. Use of recording devices of any kind are strictly prohibited in the Stafford Township Arts Center.
6. The Stafford Township Arts Center reserves the right to make any alterations to an advertised program rendered necessary by unavoidable circumstances.
7. Strobe lighting, smoke effects and gunshots are sometimes used in productions. The Stafford Township Arts Center will endeavor to warn all patrons in advance when these effects will be used.
8. STAC Management reserves the right to refuse admission and may request any ticket holders leave (taking any such appropriate action which may be necessary to enforce this right) before, during or after performances if in its opinion it is necessary to do so. STAC Management may also, on certain occasions, have to conduct security searches to ensure patron safety.

Late Arrivals and Seating

1. Latecomers will be seated at the management's discretion. An alternate seating location may be utilized.
2. To minimize distractions, latecomers will be seated at a suitable time, which may be during intermission. In this event, ticket holders will not receive an exchange or refund for the show portions missed.
3. Please DO NOT attempt to seat yourself. The STAC theater is dark and is dangerous to ascend or descend the auditorium unassisted. STAC Management appreciates your cooperation.

Inclement Weather Policy

1. The Stafford Township Arts Center, its management and sponsors will cancel a show only if the Governor or Mayor closes roads accessing the theater, or in the event STAC Management and its Board decide that the current weather conditions present safety hazards to presenters, ticket holders and its employees.
2. In such case, the STAC Box Office will attempt to contact all patrons, notifying each of the cancellation. The cancellation will also be posted on the Stafford Township Arts Center website: www.staffordfdn.org, and on local media outlets. The Stafford Township Arts Center will either reschedule the performance for another date, or allow the ticket holder to receive the STAC Gift Card totaling the refunded amount in full, less the service and handling fees.